

Rollingwood Pool General Meeting Minutes

Tuesday, July 9, 2019 7:00pm

In attendance: Amy Yasneski, Kate Masters, Patsy Masters, Laura Saxton, Charlotte O'Toole, Gerry Tostanoski, Jenn Condon, Angela Collins, Rob West.

Meeting Called to Order: 7:00pm

I. February General Meeting minutes – approved as written.

II. Board member reports

A. Personnel – Patsy Masters

There has been 1 save this year. The staff has been great overall. The pool passed its inspection by Baltimore County. The snack bar has not yet been inspected this year.

There have been a lot of equipment breakdowns this year. The ice machine has been repaired twice, the pizza oven had to be replaced, and a new vacuum was purchased.

The floors were done in the snack bar, office and both bathrooms. The brown staining on the floor is not due to dirt, it is due to improper installation. After Patsy met repeatedly with the company, the company has agreed to reinstall the floors at their own cost this Fall.

B. Treasurer – Kate Masters

A copy of the pool's year to date finances was distributed to all present. Kate noted that routine maintenance is running over budget due to the previously mentioned equipment failures, but that the pool was overall still in good financial shape.

C. Membership – Laura Saxton

Pool membership is full in both the active and special category. The waiting list was shorter than ideal at the start of the season, but we have been receiving many new applications. Members are now eligible to receive 2 free guest passes for referring new applicants.

Laura clarified the requirements and limitations of special membership in response to a member question.

Another member asked if it was possible for the pool to offer a book of guest passes for purchase at the beginning of the season. For example, 10 guest passes for the price of 9. Laura said the board would consider this option for next season.

D. Member-at-Large – Charlotte O'Toole

6-8 families attended a New Member Meet & Greet earlier this season. New families were given a tour of the pool along with coffee and donuts.

E. Activities – Jenn Condon / Gerry Tostanoski

Jenn discussed the survey that was sent to members in the off season. She was pleased with the number of members who answered the survey. Some activities dates were changed this year based on a number of issues including survey results and low ticket sales.

The membership is divided on the issue of adult night. The number of adult nights was decreased this year. Next year we are considering 2 adult nights/month, one kids night, and one family style night. All would occur on Wednesdays.

Steak night has been rescheduled.

Next week is a jump rope team event with Emma at 11 am on Wednesday. There will be jumping demonstrations and instruction. Members are advised to bring tennis shoes.

Family bingo will be held on Sunday, 4 August.

The crab feast will be held the Saturday after Labor Day.

A member questioned the extent to which these activities are advertised. Jenn explained that we currently use a white board, bulletin board, and postings on the website and Facebook. Several members present wanted the board to send a weekly email blast about activities and swim team. Jenn agreed to look into a weekly update.

It was also explained how to be added to the pool's email blast system in response to a member question.

Several members asked about volunteering at events. Kate explained the process needed to get cleared for volunteering that is required by our insurance company. She answered several questions including turn around time about the process. Kate took the names of interested members and said that she would get the required paperwork to them via the pool office.

F. Secretary – Amy Yasneski

Just a brief introduction to members.

G. Pools & Grounds – Rob West/Patsy Masters

Rob introduced himself as the assistant pools and grounds member. He indicated he passes on information to Bill about problems.

Patsy gave a report in Bill's absence.

She said that her role is to meet service people and that she purchased the new pool vacuum.

She said that Bill Bateman is great at fixing things and she thanked a member, Eric Collins, who is an electrician that has helped out the last couple of years. Angela added that we need skilled members to step up and help out when possible.

Patsy reported that she was in charge of flowers again this year.

She also explained that this is the pool's first year contracting with Continental Pools and thanked Jen Turner (former VP Pools and Grounds) for finding the company. Their representative for our pool, Vlada has been extremely responsive and helpful.

Patsy explained that the baby pool had to be patched this season and will need to be replastered in the Fall.

Kate gave an update on the slide. She explained that the slide is safe, but not quite finished to ensure the slide lasts. She is still working with American Pool and will not pay the remaining balance until the work is complete. Patsy added that the guards check the slide daily to ensure safety.

Kate answered a member question regarding the pool closing. Members felt that they were not properly informed as to why the pool was temporarily closed. Kate explained that initially we did not know the reason, just that the pool was cloudy and the lack of visibility was a hazard. As soon as we learned that the cause was the filter system, we sent an email blast to membership.

A member would like to have more recycling cans and to make them more visible. Kate indicated that recycling has been prohibitively too expensive in the past. The member asked us to price it again before this budget season.

Members had several concerns about the bathrooms. One was overall cleanliness, one was concerning duct tape on the bath tissue dispensers, and another was the placement of the tissue dispensers interfering with potty training. Patsy explained that the guards are taught to clean at the beginning of the season. She would speak with them again. Also, it would help if members spoke to the manager on

duty if things are not satisfactory in the bathrooms. Patsy said she would pass on the duct tape and holder placement to Bill Bateman.

A member was concerned by bullying regarding deep end usage. Older children using the deep end for sharks and minnows bully younger children to stop them from attempting to use the slide and/or diving pool. All board members agreed this was not acceptable. Patsy said she would address this with the staff and make sure the lifeguards stopped the bullying.

Members were unhappy with the guards blowing the whistle at 8:45 pm to clear the pool when the closing time is not until 9. The board agreed that was not appropriate, however, members should be ready to leave the premises at 9 (not exit the pool at 9 and then expect to shower). Patsy said she would speak to the guards to clarify that the pool should not be cleared at 8:45.

A member was unhappy about the \$1 charge for forgetting one's pool ID. She felt her son was unfairly treated by having to pay \$1. Kate explained that the policy has been in place for years, although the guards have not always been as good at enforcement. The policy is in our management policy and it is necessary to control entry to the pool.

Member inquired if we could get larger trash bags that fit in the cans better. Patsy said it will be looked into.

Members were very complimentary of the staff. It was noted that they are kind and very responsive to children needing first aid. Also, the members appreciated the manager making rounds on the deck.

Members want to help clean the grills and asked for scrubbers. Patsy said that the scrubbers are kept in the office as they disappeared last year when hung near the grills. It was suggested that a sign be posted near the grills that scrubbers are available at the office.

Members complained about children/teenagers making messes in the pavilion and asked that the guards be more attentive to that. Patsy said she would address it with the staff.

Several members complained about early prepping for swim meets (blocks being put up, ping pong taken down, and lap lanes installed). The board said this was not normal and Kate said she would let Bill Protzman know about the issue.

H. Swim Team – Angela reviewed the report provided by email, by Bill Protzman

175 on the team

1-2 record

Done the end of July

July 17 invitational
Division II on July 27
August is the open pit fundraiser

III. New business

A member noted that most kids in the pool are in the shallow end, but there is no guard there. The guard in the middle of the pool cannot see enough in the bump out and several members have had to intervene with little kids in trouble in that area. Kate stressed that safety issues should never wait until a general meeting. If you see a safety concern, you should immediately address it with the manager on duty. Patsy said she would discuss guard seating with the managers and adjust it accordingly. She also noted we seat more guards per swimmer than is required by the County.

Angela announced open board positions for this fall, which are posted on the board, and require a 2 year term: VP Personnel, Secretary, Pools & Grounds assistant, Activities and Swim Team. Nominations are accepted on the bulletin board until Labor Day Monday. The board meets once a month. Some jobs are more of a commitment than others.

Member question about getting any perk from being on the board. Kate explained we have Directors & Officers insurance to protect the board members, and the insurance mandates that we receive no compensation.

Meeting adjourned: 7:55pm